Installing Juniper Client and Accessing Citrix on Non-LNI Computers.

Disclaimer:

These instructions were created using Windows 7. Even though care was made to provide screen shots for all three major Internet Explorer Versions (8, 9, and 10), the possibility exists that what you see as you install the application might differ slightly from what is shown here, especially if you are using Windows 8.

These instructions are designed to be used by L&I employees or Contractors to access LNI resources from a privately owned computer, NOT an LNI computer.

If you are attempting to access the LNI network from an LNI computer, please contact your IT Unit for assistance.
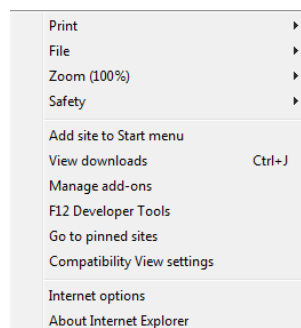
Prerequisites:

- **You must be using Windows XP or later.**
- **You must be using Internet Explorer Ver. 8 or later.**
- **Popup Blocking must be disabled on the web site.**
- **You must be logged into the computer with Administrator credentials, or you must know the Administrator Username and Password.**
- **The following section must be completed before attempting to login. If you do not do this your login will most likely fail.**

Preparing Internet Explorer for use with Juniper (MUST BE COMPLETED FIRST):

In order to ensure a reliable connection to LNI network you will need to follow these steps. Failure to do so may result in Citrix not working:
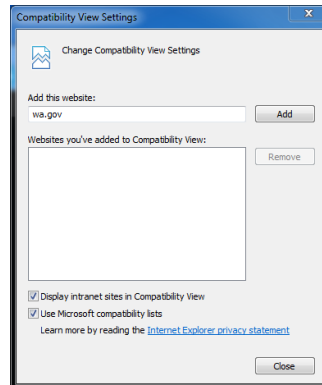
- **Add "wa.gov" to the "Compatibility View Settings" of Internet Explorer.**
  - o Open Internet Explorer.
  - o In IE 10 or 11 click on the gear icon in the upper right hand corner of Internet Explorer.
 - o In IE 8 or 9 you can click on the "Tools" menu.

|	
Print	▶
File	▶
Zoom (100%)	▶
Safety	▶
Add site to Start menu	
View downloads	Ctrl+J
Manage add-ons	
F12 Developer Tools	
Go to pinned sites	
Compatibility View settings	
Internet options	
About Internet Explorer	

- Click "Compatibility View settings"

- In the "Add this website" box type "wa.gov"
- Click "Add"
- Click "Close"
- **Add "Connect.wa.gov" to the "Trusted Sites" zone.**
  - IN IE 10 or 11 click on the gear icon in the upper right hand corner of Internet Explorer.
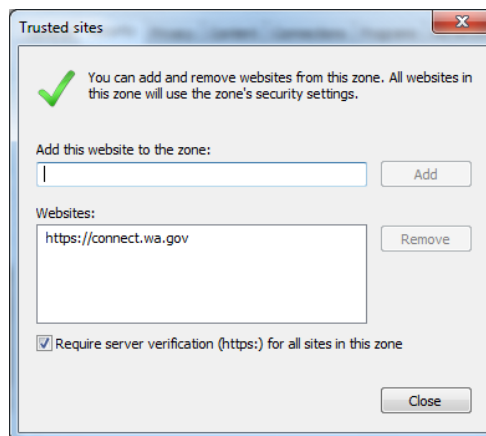 - In IE 8 or 9 you can click on the "Tools" menu.
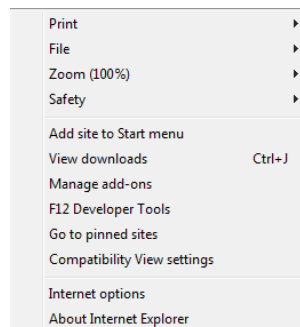
- Click "Internet Options"
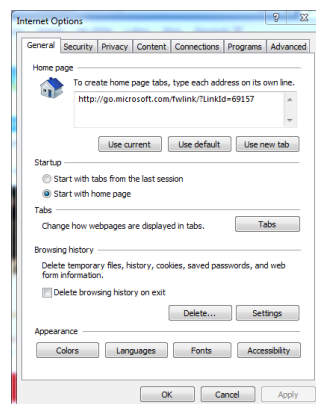
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o   On the top of the window, click security.
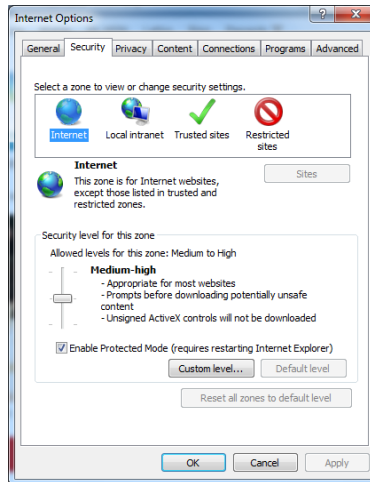
o   Click "Trusted Sites", then click "Sites"

o   Type https://connect.wa.gov under "Add this website to the zone:" and click "Add"
o   Click "Close"
o   Click Ok.

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Initial Installation:

This section covers initial software installation. This assumes you do not have any of the software components (Juniper client, Citrix client) installed.

Open Internet Explorer and navigate to http://lni.wa.gov/main/StaffOnly.asp. You will see the following Web Page:

- Click on "Access Juniper System". You will see the following "Juniper Access Gateway" Web Page

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- Click on "Download and Install the Juniper Client". Depending on your version of Internet Explorer, you will see either of the following dialog boxes:

Internet Explorer 8
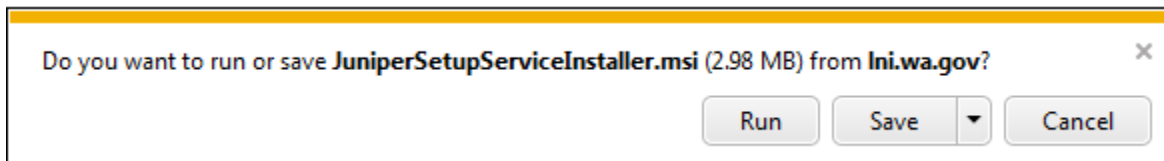
Internet Explorer 9 and 10

- In either case choose "Run". The following screen will appear:
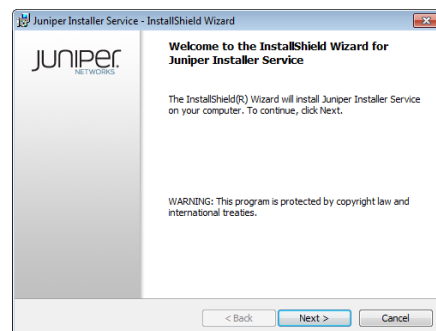
- Click "Next".
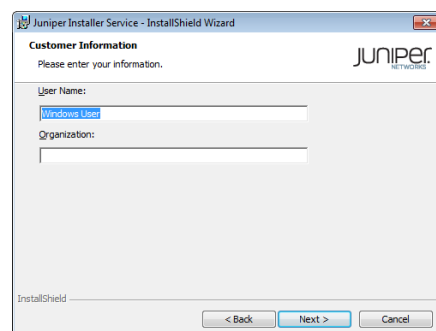
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- Accept the defaults and click "Next".
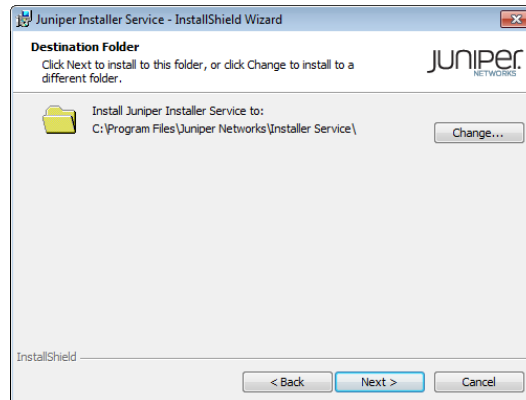
- Accept the defaults and click "Next".
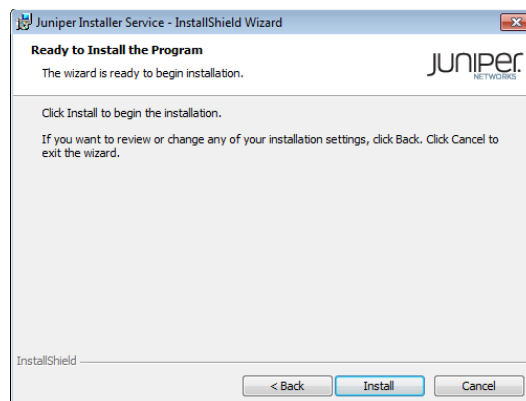
- Click "Install". If you not logged in as an administrator, the following dialog box will appear, if you are logged in as an administrator this dialog box will not appear.
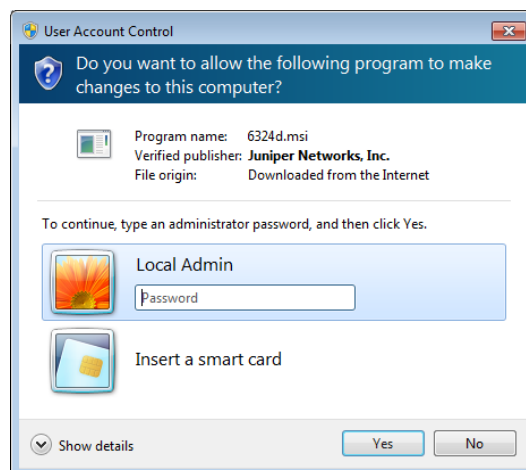
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- Enter the password for the computer administrator account and click "Yes". The following progress indicator will appear:
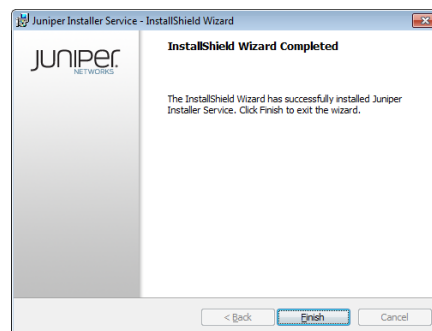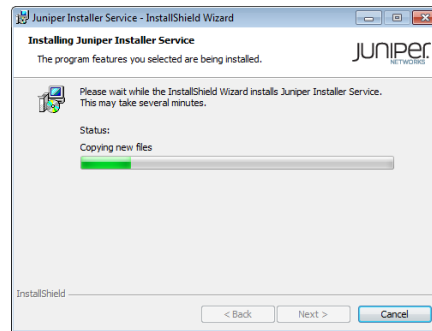
- Once the second screen is shown, click "Finish".
- On the "Juniper Access Gateway" web page, click "Login to Juniper using Internet Explorer running on Microsoft Windows"
- The following web page will appear:
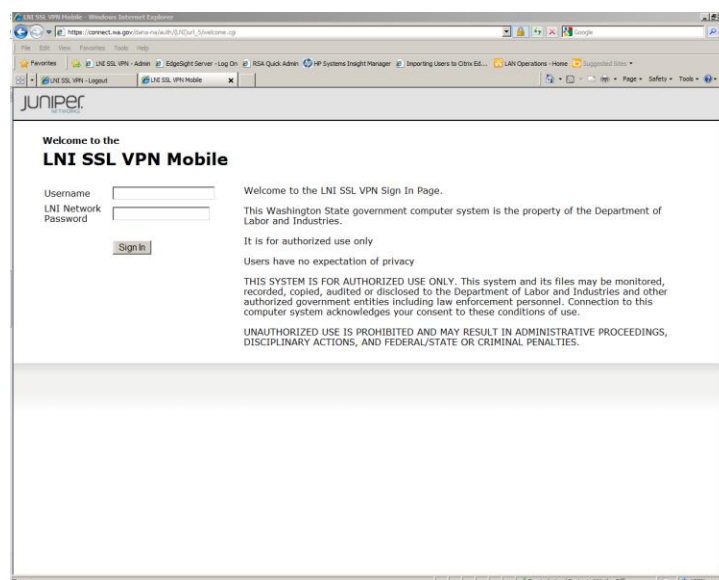
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- On this screen, enter your network login id and network password and click "Sign In".
- The following screen will appear:
- ***** If this is your first time using your key fob, please go to the section titled "[Prepare key fob for first time use](#)" and then return here. ******
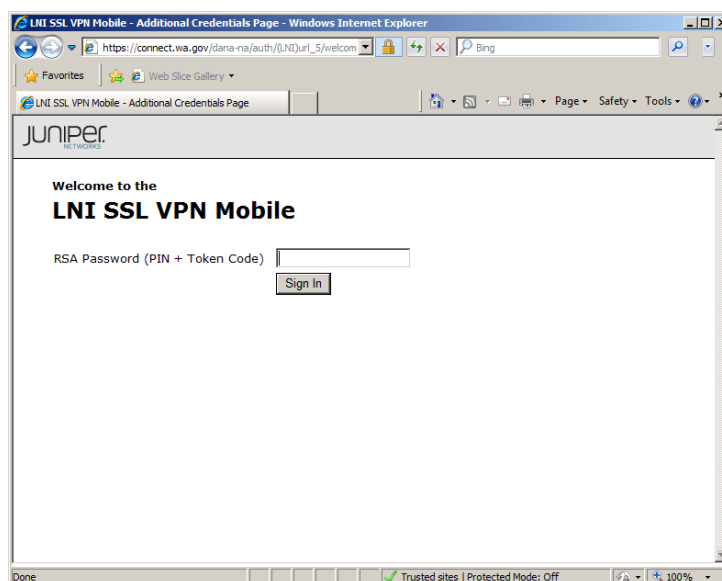
- On this screen, enter your PIN and Token Code and click "Sign In".
- You will see the following web page:
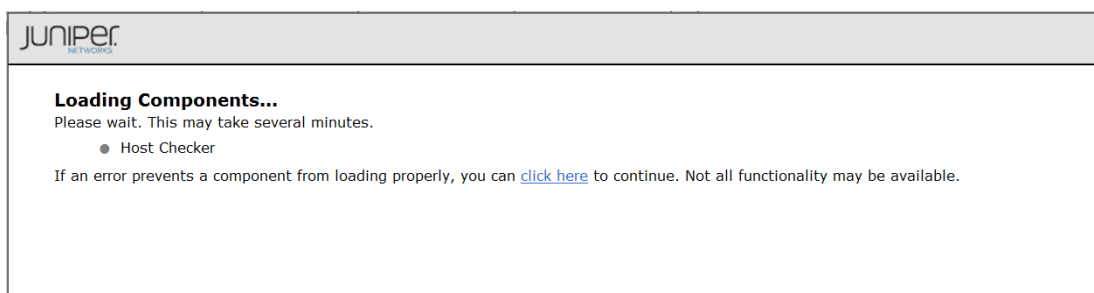
- After a brief time, the following dialog box will appear:
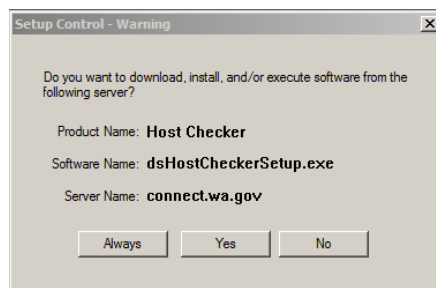
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- Select "Always" to continue.
- Various Dialog boxes will appear while the software installs. This can take a few minutes to complete and requires no input.
- When the Juniper software has completed its installation and completed its examination of the system, the following web page will appear:
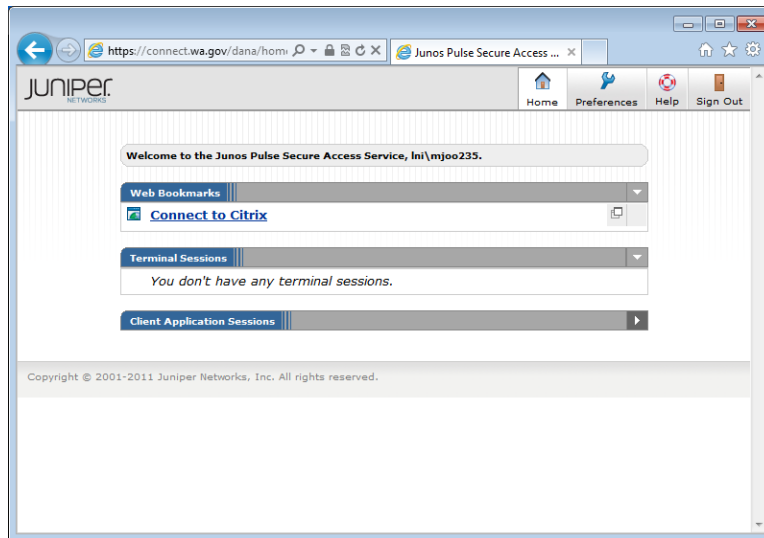
- Click on the "Connect to Citrix" link. If you already have a recent version of the Citrix client installed, the Citrix application page will appear. If the Citrix client is NOT installed or is an older version, the following web page will appear:
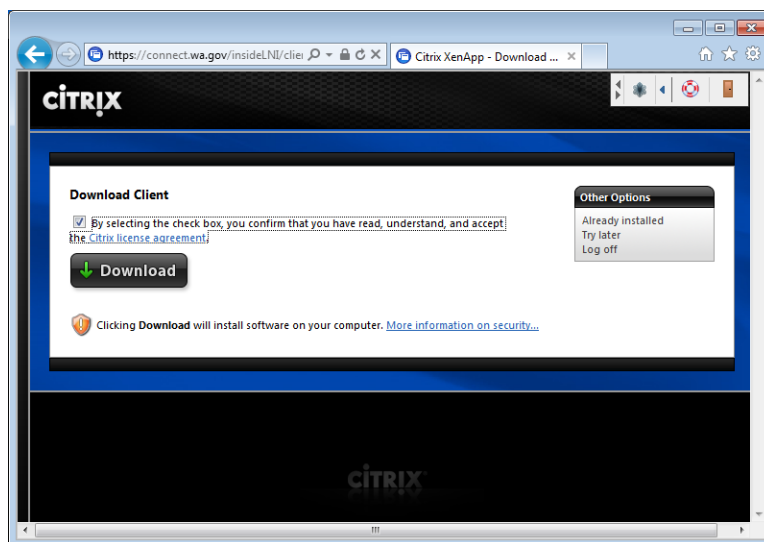
Note: This page will only appear if you do not have a compatible Citrix client installed.

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- Make sure you check the box next to "By selecting the Check Box……" and then click "Download".
- Depending on your version of Internet Explorer, you will see an "Installation confirmation" prompt similar to the screen shots below:

Internet Explorer 9 and 10
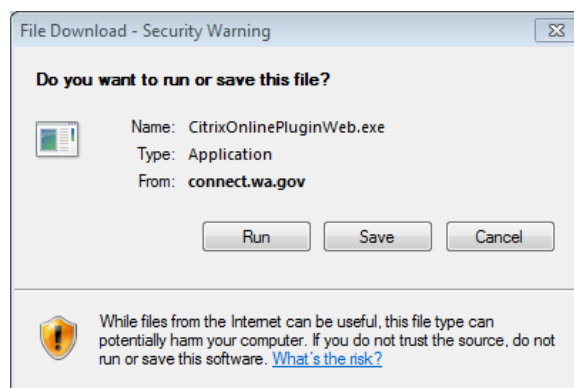
Internet Explorer 8

- Click "Run"
- Depending on your version of Internet Explorer the dialog boxes will appear differently. If you are running Internet Explorer 8 you may see the following dialog boxes:

  ➢ **For Internet Explorer 8:**
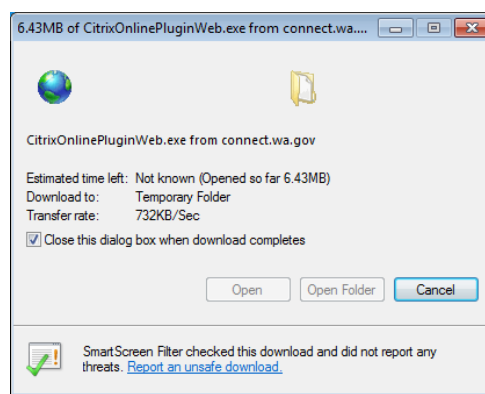
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If you see these prompts, click "Run" to continue.

- The Citrix client will start to install. You will see the following progress bar:
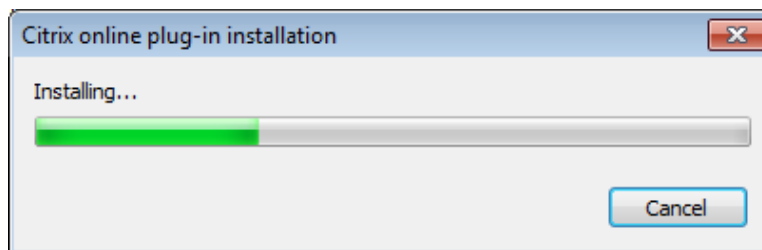
- When the Citrix client has completed installing, you will see the following completion dialog box:
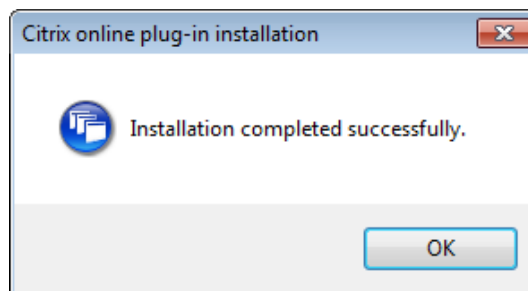
- Click "OK". You will be taken to the Citrix application page where you can launch your applications and work the same as you always have in Citrix.

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Using Citrix:

- Once you have logged in, you will be able to use Citrix the same as you always have.
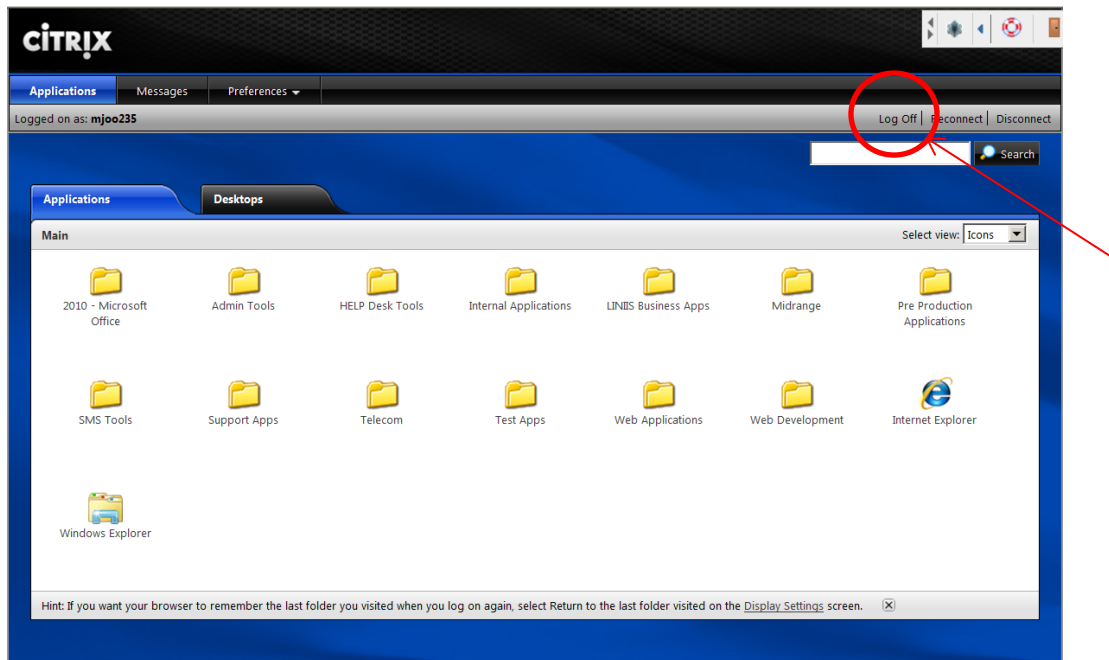
- The application page will look the same as it always has.
- Launching applications will be done in the same way.

Logging out of Citrix:

The following steps should be taken when logging out of Citrix:

- Close all open Citrix applications.
- Once the applications are closed, click the logoff button (circled above). The following web page will appear:

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- Once you see the above screen, click on the ▯ icon in the upper right hand corner. The following web page will appear:
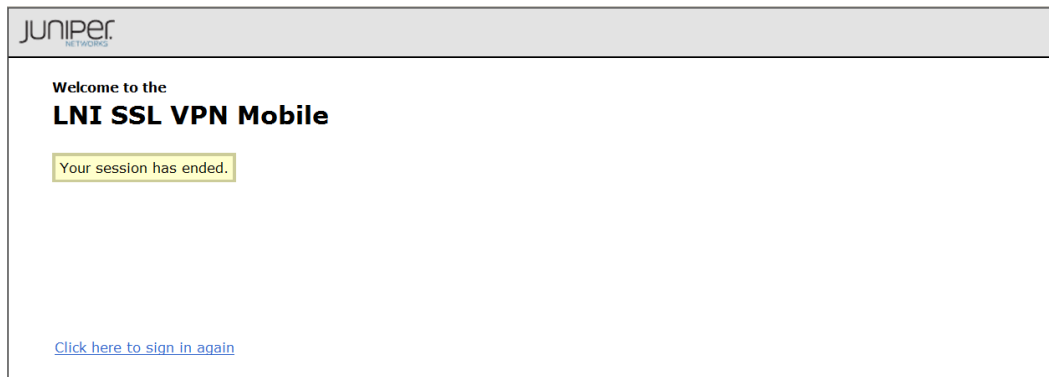
- You are now logged out and can close your browser.
- Once the installation is complete, you may see the following dialog box. This does not indicate an error.
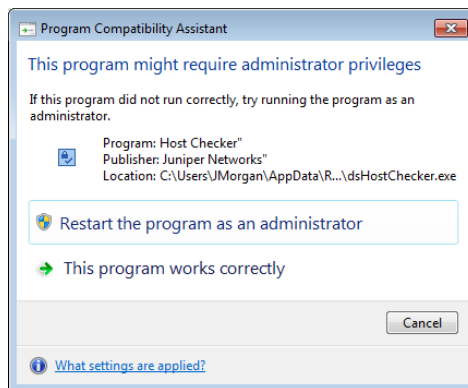
- Click on "This program works correctly". The dialog box will disappear.

Creating a shortcut for future use:

If you want to create a desktop shortcut for future access please us either of the following locations:

- Http://lni.wa.gov/main/staffonly.asp. This will take you to the site shown on page 4.
- https://connect.wa.gov/lni/mobile. This will take you to the site shown on page 7.

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Preparing Key Fob for First Time use:

If this is the first time you are using your key fob, you will need to select a PIN. Follow these steps to select a PIN:

- You will see the following screen:

- Enter the 6 digits which currently appear on your fob and click "Sign In".
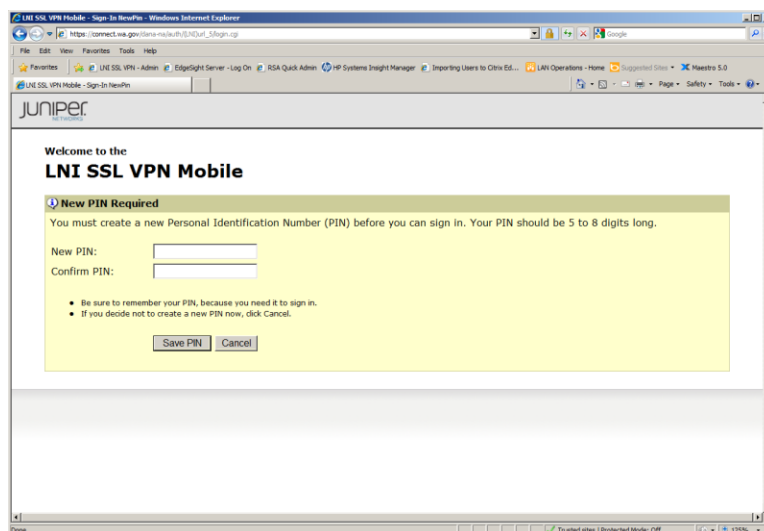
- Enter a PIN which is 8 characters long. This must be numeric characters only.
- Enter the pin again and click "Save Pin".
- Return to the previous point in the installation instructions.

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Troubleshooting:

I keep getting prompted to install Juniper components even though I already have installed them.

- Make sure you are an administrator of your computer or you know the username and password for the administrator account. Juniper components will not install correctly if you don't have administrative access.
- Make sure of your Internet Explorer version.
  - If you are running IE 10 or 11, please refer to the special instructions for using Juniper. These instructions can be found [here](#)

I am getting an error message stating "Invalid *Primary* username or password. Please re-enter your user information"

- This is being caused by entering the wrong password for your LNI user account. Please call the LNI Help Desk at (360) 902-5000 and let them know this is the error you are getting.

I am getting an error message stating "Invalid *Secondary* username or password. Please re-enter your user information"

- This is being caused by entering the wrong PIN or Token Code for your key fob. If you receive this message more than once, please call the LNI Help Desk at (360) 902-5000 and let them know this is the error you are getting.

I try to launch a Citrix application, but nothing happens:

I try to launch a Citrix application, and get a message asking if I want to "Save or Open the File". When I click "Open", nothing happens.
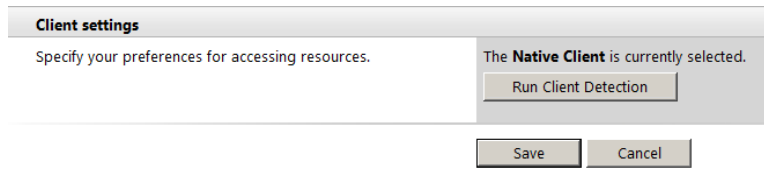
- This usually indicates the Citrix client is not correctly installed. Please ensure the Citrix application is installed by following these steps:
  - From the main Citrix screen, click on "Preferences" and then "Connection Preferences"

  - On the following screen, click the "Run Client Detection" button.

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Client settings

Specify your preferences for accessing resources.

The **Native Client** is currently selected.

Run Client Detection

Save   Cancel

- o If the client is not installed, you will be prompted to install it. If it is installed, you will be returned to the application screen.
- o If you still can't launch applications, please call the LNI Help Desk at (360) 902-5000.